Commerce

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents
Bottom Number - First Contact Resolution

Customer Company	Low	FCR Total
Commerce	93 47	93 47
Customer Company Total	93 47	93 47

Commerce

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Customer Company	Low	MIR Total
Commerce	93 4	93 4
Customer Company Total	93 4	93 4

Commerce

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents
Bottom Number -Average time in hours

Customer Company	Low	ATTIR Total
Commerce	93 0.18	93 0.18
Customer Company Total	93 0.18	93 0.18

Commerce

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

	Top Number - Total Incidents	
	Bottom Number - Missed Resolution	
Customer Company	**Low**	**MR Total**
Commerce	93	93
	4	4
Customer Company Total	93	93
	4	4

Commerce

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents
Bottom Number - Average time in hours

Customer Company	Low	ATTR Total
Commerce	93 0.95	93 0.95
Customer Company Total	93 0.95	93 0.95

Commerce

Detail

INC000000389704	Carolyn Dennis	None	None	None		TIR Missed: No	TIR:	0.00
Application Support	Michele Madris-Orrell	Commerce		Low	Closed	TTR Missed: Yes	TTR:	6.67
INC000000391483	Jody Woolf	None	None	None		TIR Missed: No	TIR:	0.17
Metro A Desktop Support	Rodney Austin	Commerce		Low	Closed	TTR Missed: No	TTR:	2.52
INC000000391779	Julie Price	Application	Error	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Commerce		Low	Closed	TTR Missed: No	TTR:	1.03
INC000000391833	Nadene Adams	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Julie VanBeekum	Commerce		Low	Closed	TTR Missed: No	TTR:	0.00
INC000000391927	Joseph Beatty	PC/Laptop	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Commerce		Low	Closed	TTR Missed: No	TTR:	0.00
INC000000392134	Sheila Johnson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Commerce		Low	Closed	TTR Missed: No	TTR:	0.00
INC000000392701	Jim Bolton	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Commerce		Low	Closed	TTR Missed: No	TTR:	0.00
INC000000392764	Dennis Sweat	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.01
Voice Operations	Romanza Hamblin	Commerce		Low	Closed	TTR Missed: No	TTR:	0.07
INC000000392849	Carol Inglesby	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.10
Metro A Desktop Support	Julie VanBeekum	Commerce		Low	Closed	TTR Missed: No	TTR:	0.43
INC000000392940	Kathy Archuleta	None	None	None		TIR Missed: No	TIR:	0.00
Application Support	Michele Madris-Orrell	Commerce		Low	Closed	TTR Missed: No	TTR:	0.00
INC000000393041	Shauna Dewolf	None	None	None		TIR Missed: No	TIR:	0.00
Application Support	Mya Taaffe	Commerce		Low	Closed	TTR Missed: No	TTR:	0.00
INC000000393202	William Duncan	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR:	0.31
Metro A Desktop Support	Rodney Austin	Commerce		Low	Closed	TTR Missed: No	TTR:	0.65
INC000000393219	Jennie Jonsson	None	None	None		TIR Missed: No	TIR:	0.00
Application Support	Michele Madris-Orrell	Commerce		Low	Closed	TTR Missed: No	TTR:	0.00
INC000000393343	Matani Manatau	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Rodney Austin	Commerce		Low	Closed	TTR Missed: No	TTR:	0.66
INC000000393632	Cyndy Nelson	Application	Error	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Julie VanBeekum	Commerce		Low	Closed	TTR Missed: No	TTR:	0.89
INC000000393780	Tom Harper	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.15
Metro A Desktop Support	Julie VanBeekum	Commerce		Low	Closed	TTR Missed: No	TTR:	0.15

Commerce

Incident	Name	Category	Type	Item			TIR Missed		TIR
INC000000394102	Julie Price	PC/Laptop	Performance	None			No		0.40
Metro A Desktop Support	Rodney Austin	Commerce		Low	Closed		TTR Missed: No		TTR: 1.72
INC000000394131	Jim Bolton	None	None	None			No		0.00
Metro A Desktop Support	Julie VanBeekum	Commerce		Low	Closed		TTR Missed: No		TTR: 0.00
INC000000394154	Daniel Jones	Application	Error	Content Manager			No		0.00
Metro A Help Desk	Ed Conrad	Commerce		Low	Closed		TTR Missed: No		TTR: 0.62
INC000000394308	Julie Price	Network	Error	Novell Client for 32-bit Windows			No		0.00
Metro A Desktop Support	Rodney Austin	Commerce		Low	Closed		TTR Missed: No		TTR: 0.45
INC000000394558	Vince Garcia	Application	Password	Novell Client for 32-bit Windows			No		0.00
Help Desk	Vicky Marrelli	Commerce		Low	Closed		TTR Missed: No		TTR: 0.00
INC000000394603	Keith Woodwell	Telecom	Hardware	None			No		0.45
Voice/Data/WAN Services	Greg Blessing	Commerce		Low	Closed		TTR Missed: No		TTR: 0.45
INC000000394615	Matani Manatau	PC/Laptop	None	None			No		0.11
Metro A Desktop Support	Rodney Austin	Commerce		Low	Closed		TTR Missed: No		TTR: 0.11
INC000000394636	Julie Price	Print/Copy/Scan/Fax	Paper Jam	None			No		0.00
Metro A Desktop Support	Julie VanBeekum	Commerce		Low	Closed		TTR Missed: No		TTR: 0.73
INC000000394736	Marvin Sims	Application	None	None			Yes		2.21
Capitol Hosting	Mike Tyrrell	Commerce		Low	Closed		TTR Missed: Yes		TTR: 22.37
INC000000395323	Kathy Archuleta	PC/Laptop	Hardware	None			Yes		1.08
Metro A Desktop Support	Rodney Austin	Commerce		Low	Closed		TTR Missed: No		TTR: 1.59
INC000000395360	Vince Garcia	Network	Password	Novell Client for 32-bit Windows			No		0.00
Metro A Help Desk	Ed Conrad	Commerce		Low	Closed		TTR Missed: No		TTR: 0.00
INC000000395371	Kathy Archuleta	PC/Laptop	Performance	None			No		0.76
Metro A Desktop Support	Rodney Austin	Commerce		Low	Closed		TTR Missed: No		TTR: 1.26
INC000000395398	Kristy Haueter	Application	Error	Novell GroupWise 32-bit Window			No		0.00
Metro A Desktop Support	Julie VanBeekum	Commerce		Low	Closed		TTR Missed: No		TTR: 0.26
INC000000395429	Jody Woolf	Telecom	Voice Mail	Telephone			No		0.13
Voice Operations	Gail Christiansen	Commerce		Low	Closed		TTR Missed: No		TTR: 0.13
INC000000396252	Karen McCall	None	None	None			No		0.00
Application Support	Mya Taaffe	Commerce		Low	Closed		TTR Missed: No		TTR: 0.00
INC000000396772	Stephen Duncombe	None	None	None			No		0.00
Application Support	Michele Madris-Orrell	Commerce		Low	Closed		TTR Missed: No		TTR: 0.00
INC000000396911	Kenneth Wamsley	Network	Password	None			No		0.00
Metro A Help Desk	Liz Evans	Commerce		Low	Closed		TTR Missed: No		TTR: 0.66

Commerce

INC000000396940	Kenneth Wamsley	Application	Reporting	None			TIR Missed: No	TIR:	0.25
	Metro A Desktop Support	Rodney Austin	Commerce	Low		Closed	TTR Missed: No	TTR:	2.92
INC000000397209	Lauree Larson	None	None	None			TIR Missed: No	TIR:	0.00
	Application Support	Mya Taaffe	Commerce	Low		Closed	TTR Missed: No	TTR:	0.40
INC000000397551	Jim Bolton	None	None	None			TIR Missed: No	TIR:	0.00
	Application Support	Mya Taaffe	Commerce	Low		Closed	TTR Missed: No	TTR:	0.35
INC000000397582	Lauree Larson	None	None	None			TIR Missed: No	TIR:	0.00
	Application Support	Mya Taaffe	Commerce	Low		Closed	TTR Missed: No	TTR:	0.20
INC000000397998	Lee Avery	Telecom	Hardware	Telephone			TIR Missed: No	TIR:	0.36
	Voice/Data/WAN Services	Mark Thomas	Commerce	Low		Resolved	TTR Missed: No	TTR:	0.88
INC000000398015	Daniel Jones	None	None	None			TIR Missed: No	TIR:	0.00
	Application Support	Michele Madris-Orrell	Commerce	Low		Closed	TTR Missed: No	TTR:	0.24
INC000000398269	Susan Higgs	Telecom	Dial Tone	telephone			TIR Missed: No	TIR:	0.57
	Voice/Data/WAN Services	Art Scott	Commerce	Low		Closed	TTR Missed: No	TTR:	1.16
INC000000398286	Mark Fagergren	Application	Password	Novell GroupWise			TIR Missed: No	TIR:	0.00
	Help Desk	Vicky Marrelli	Commerce	Low		Closed	TTR Missed: No	TTR:	0.00
INC000000398569	Sally Canavan	Application	None	None			TIR Missed: Yes	TIR:	1.58
	Metro A Desktop Support	Rodney Austin	Commerce	Low		Closed	TTR Missed: No	TTR:	2.32
INC000000399060	Karen McMullin	None	None	None			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Julie VanBeekum	Commerce	Low		Closed	TTR Missed: No	TTR:	0.00
INC000000399091	Thad LeVar	Application	Error	M86			TIR Missed: No	TIR:	0.14
	Security	Bart Grant	Commerce	Low		Resolved	TTR Missed: No	TTR:	0.29
INC000000399165	Joni Zenger	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Julie VanBeekum	Commerce	Low		Closed	TTR Missed: No	TTR:	1.68
INC000000399309	Lauree Larson	None	None	None			TIR Missed: No	TIR:	0.00
	Application Support	Mya Taaffe	Commerce	Low		Resolved	TTR Missed: No	TTR:	1.31
INC000000399334	Joni Zenger	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Commerce	Low		Closed	TTR Missed: No	TTR:	0.00
INC000000399654	Al Zadeh	None	None	None			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Julie VanBeekum	Commerce	Low		Closed	TTR Missed: No	TTR:	0.00
INC000000399657	Jimmy Betham	None	None	None			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Julie VanBeekum	Commerce	Low		Closed	TTR Missed: No	TTR:	0.00
INC000000399677	Amber Nielsen	Network	Performance	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.00
	Metro D Help Desk	John Robinson	Commerce	Low		Closed	TTR Missed: No	TTR:	0.00

Commerce

Incident	Name	Category	Subcategory	Item		Status	TIR Missed	TIR	TTR Missed	TTR
INC000000399680	William Duncan	Application	Error	Adobe Acrobat			No	0.09		
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed				No	0.63
INC000000399944	Jennie Jonsson	PC/Laptop	Performance	None			No	0.13		
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved				Yes	6.12
INC000000400140	Bowen Call	None	None	None			No	0.00		
	Application Support	Mya Taaffe	Commerce	Low	Resolved				No	0.00
INC000000400149	Adam Sweet	Application	Password	License Enforcement System			No	0.19		
	Application Support	Derral Sorensen	Commerce	Low	Resolved				No	0.47
INC000000400183	Kent Barnes	None	None	None			No	0.00		
	Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Resolved				No	0.00
INC000000400188	Scott Drummond	None	None	None			No	0.00		
	Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Resolved				No	0.00
INC000000400447	Linda Mitchell	None	None	None			No	0.00		
	Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Resolved				No	0.00
INC000000400475	Lauree Larson	None	None	None			No	0.00		
	Application Support	Mya Taaffe	Commerce	Low	Resolved				No	0.41
INC000000400571	Kent Barnes	None	None	None			No	0.00		
	Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Resolved				No	0.00
INC000000401085	Marcia Corak	None	None	None			No	0.00		
	Application Support	Mya Taaffe	Commerce	Low	Resolved				No	
INC000000401134	Missie Stoffel	Network	Error	None			No	0.50		
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved				No	0.94
INC000000401251	Douglas Wawrzynski	None	None	None			No	0.00		
	Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Resolved				No	0.00
INC000000401713	Maxine McBurnett	Application	None	Novell GroupWise			No	0.00		
	Metro A Help Desk	Ed Conrad	Commerce	Low	Resolved				No	0.00
INC000000401745	David B Taylor	None	None	None			No	0.00		
	Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Resolved				No	0.00
INC000000401791	Jim Bolton	PC/Laptop	None	None			No	0.06		
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved				No	0.07
INC000000401963	Elton wilcox	Telecom	Voice Mail	Telephone			No	0.08		
	Voice Operations	Gail Christiansen	Commerce	Low	Resolved				No	0.08
INC000000402294	Kathy Berg	PC/Laptop	Error	None			No	0.18		
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved				No	2.41

Commerce

INC000000402304	Dan S Jones	None	None	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000402357	Susan Higgs	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Commerce	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000402462	Maxine McBurnett	Application	Password	Novell GroupWise	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Commerce	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000402628	Amber Nielsen	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR:	0.11
Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	TTR:	0.91
INC000000402961	Kent Barnes	PC/Laptop	Error	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: Yes	TTR:	7.41
INC000000403386	Kim Quach	Application	None	Novell GroupWise	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Commerce	Low	Resolved	TTR Missed: No	TTR:	0.10
INC000000403629	Cyndy Nelson	Network	None	None	TIR Missed: No	TIR:	0.11
Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Resolved	TTR Missed: No	TTR:	0.11
INC000000403638	Keith Woodwell	None	None	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	TTR:	0.07
INC000000403741	David B Taylor	None	None	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000404210	Allyson Robinson	Application	Error	Adobe Acrobat	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	TTR:	0.67
INC000000404765	Mary Ester Allers	Application	Reporting	State Payroll Time Entry System	TIR Missed: No	TIR:	0.26
Metro A Help Desk	Ed Conrad	Commerce	Low	Resolved	TTR Missed: No	TTR:	0.36
INC000000404834	Karen Schulte	Application	Error	License Enforcement System	TIR Missed: No	TIR:	0.15
Application Support	Karen Duncan	Commerce	Low	Resolved	TTR Missed: No	TTR:	0.54
INC000000405219	Sheila Thomas	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.10
Metro A Help Desk	Ed Conrad	Commerce	Low	Resolved	TTR Missed: No	TTR:	0.48
INC000000405337	Lauree Larson	None	None	None	TIR Missed: No	TIR:	0.00
Application Support	Mya Taaffe	Commerce	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000405502	Jill Childs	PC/Laptop	Error	None	TIR Missed: No	TIR:	0.84
Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	TTR:	1.12
INC000000405570	Leah Lindstrom	Application	Reporting	State Payroll Time Entry System	TIR Missed: No	TIR:	0.29
Metro A Help Desk	Ed Conrad	Commerce	Low	Resolved	TTR Missed: No	TTR:	0.51
INC000000405588	Jim Bolton	Print/Copy/Scan/Fax	Paper Jam	None	TIR Missed: No	TIR:	0.57
Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	TTR:	1.31

Commerce

INC000000405607	Joni Zenger	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000405637	Chad Beck	Application	Error	State Payroll Time Entry System		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Commerce	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000405938	Lauree Larson	None	None	None		TIR Missed: No	TIR:	0.00
Application Support	Mya Taaffe	Commerce	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000405972	Marvin Sims	Application	None	None		TIR Missed: Yes	TIR:	2.60
Capitol Hosting	Joe Benson	Commerce	Low	Resolved		TTR Missed: No	TTR:	2.63
INC000000406719	Vilath Kinnavongsa	None	None	None		TIR Missed: No	TIR:	0.00
Application Support	Michele Madris-Orrell	Commerce	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000407017	Julie Price	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Commerce	Low	Resolved		TTR Missed: No	TTR:	0.06
INC000000407054	Renda Christensen	Application	Password	None		TIR Missed: No	TIR:	0.14
Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved		TTR Missed: No	TTR:	2.80
INC000000407306	Renda Christensen	Application	Password	None		TIR Missed: No	TIR:	0.67
Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved		TTR Missed: No	TTR:	0.67
INC000000407367	Connie Call	Application	Reporting	Microsoft Word		TIR Missed: No	TIR:	0.50
Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved		TTR Missed: No	TTR:	0.89